The profiles for basic job skills describe how reading, writing, numeracy, oral and digital skills are part of the work tasks in various occupations. The profile shows which basic skills the employee should have.

The profiles can be used to give:
- Relevant training in basic skills in the SkillsPlus programme
- Make language teaching work-oriented
- Give a vocational aspect to the common core subjects in the VET (vocational education and training)
Tasks for the taxi driver:

- Transport passengers to the correct destination
- Drive safely in traffic
- Attend to their own and others’ safety
- Help passengers with luggage etc.

**Reading**

On a daily basis, the taxi driver will
- read traffic signs and instructions
- keep up to date on driving conditions
- read information about passengers and orders
- read messages or logs from the taxi dispatch centre
- read orders and messages on taximeters

Regularly, the taxi driver will
- read information about new procedures
- read discrepancy reports
- read route descriptions on maps or GPS
- read messages about errors on taximeters
- read shift plans

Occasionally, the taxi driver will
- find relevant information in the driver’s handbook
- consult taxi-related laws and regulations, agreements and documents
- read training material
- read and familiarise themselves with new procedures
- consult technical manuals
- read safety information and procedures for safe driving
- read work-related information and forms
- read rules on driving time and rest periods
- read identity tags on persons with serious illnesses
- consult the rules on uniforms

**Writing**

On a daily basis, the taxi driver will
- register passengers and orders
- prepare the daily settlement
- register as available or occupied, and approve orders on the taximeter
- log their own shift

Regularly, the taxi driver will
- log technical problems and discrepancies
- report incidents to superiors
- write messages about faults and defects to other drivers or the shift supervisor

Occasionally, the taxi driver will
- report and document incidents in the event of accidents, robbery or threatening situations
- report and document damage to material or personal injuries
- report and document vandalism and theft
- forward complaints from passengers
- report error messages from the taximeter to the licence holder/taxi dispatch centre
- write discrepancy reports
- write notes and assignments in connection with training
- fill out a self-certification of absence form
Ensure that the taxi is in proper technical condition and provide necessary service
Ensure that the vehicle is clean and tidy at all times
Exercise professionalism as a taxi driver

There will be some differences between the tasks of taxi drivers in and outside the city.

**Oral skills**

**On a daily basis, the taxi driver will**
- greet passengers in a friendly manner
- ask for travel documentation or payment
- answer questions from passengers
- help passengers into and out of the vehicle in a polite manner
- communicate with other drivers
- understand the importance of providing a service and handle different communication situations
- give oral reports on incidents during their own shift

**Regularly, the taxi driver will**
- report problems while driving and ask for help
- resolve conflicts with passengers
- handle unforeseen situations
- handle criticism in a constructive manner
- respond to special requests
- receive oral messages and instructions
- handle passengers with special needs appropriately

**Occasionally, the taxi driver will**
- communicate with superiors on the need for information or assistance
- communicate with the responsible parties in the event of illness or death
- handle intoxicated, threatening and violent passengers appropriately
- handle emergencies
- communicate customers’ right to complain about the transport and how to proceed
- listen to training in new procedures and regulations
- cooperate with and talk to other participants in training
- participate in HSE training
- attend meetings and provide input

**Numeracy**

**On a daily basis, the taxi driver will**
- handle forms of payment and settlement
- check payments and provide correct change
- complete the settlement and check cash versus credit sales
- calculate discounts
- read and assess numerical information from dashboard instruments
- calculate fuel consumption in relation to the driving pattern
- plan and choose driving routes based on the road standard, environmental consequences and customers’ need for the cheapest means of travel

**Regularly, the taxi driver will**
- check their own payslip
- log their own driving
- calculate the time spent on driving assignments
- check the tyre pressure and fill the correct amount of air
- measure the tyre treads and determine whether they are adequate
- read and consult maps, GPS and road atlases
- assess the height and length of the vehicle to ensure safe driving

**Occasionally, the taxi driver will**
- consider whether the number of passengers exceeds the legal limit
- read and assess numerical information in relation to technical specifications
- consider assignments and driving based on rules on driving time and rest periods
- consider the costs that form the basis for operating a taxi licence
- consider market-related and financial conditions relating to taxi transport
Practical applicability motivates adults to participate in training

Digital skills

On a daily basis, the taxi driver will
- read the taximeter
- log their own shift digitally
- complete the settlement at the end of their own shift
- use GPS for navigation and to estimate the time of arrival
- use a mobile phone

Regularly, the taxi driver will
- submit accounts via digital services
- use the dispatch centre’s app for orders
- read and use digital timesheets
- send text messages to colleagues or superiors
- keep up to date on relevant events via the internet
- write a log for use of the workshop
- use a smartphone and tablet with different apps relating to tasks

Occasionally, the taxi driver will
- log incidents via email/text message
- document discrepancies and accidents via email/text message
- take and store digital photos to document accidents etc.
- find HSE regulations on the internet
- send and complete contracts digitally
- help customers with electronic payment services

use digital learning resources for training and certification
stay up to date on ISO approvals and the EU/EEA
read training material and e-learning programmes
find and read the dispatch centre’s websites to keep up to date
use social media to advertise their own business

The Knowledge Promotion Reform from 2006 has defined five skills that form the basic prerequisites for learning and development in school, work and community life.

The five basic skills are:
- Digital skills
- Oral skills
- Reading
- Writing
- Numeracy

At skillsnorway.no you will find more resources aimed at working with adults and basic skills.

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